Quality Assurance Surveillance Plan (QASP)
for the
SEA ENTERPRISE II, GLOBAL C4ISR INSTALLATION SERVICES ON-RAMP
SOLICITATION NO. N00039-14-R-0400

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List of Enclosures

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1.0 Purpose

The QASP is the mechanism for implementing the inspection and acceptance clauses in the FAR. The QASP is put in place to provide Government *surveillance* (oversight) of the Contractor's quality control efforts to assure that they are timely, effective and are delivering the results specified in the contract or task order. The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract and follow-on task orders. The contractor is required to provide and maintain a quality management system that meets NAVSEA Standard Item 009-04 and ANSI/ISO/ASQ Q9001-2008: *Quality Management Systems Requirements Standard*. The Contractor is required to submit a Quality Manual and statements of quality policy and quality objectives to the Government. The contractor uses this documentation and associated documentation (e.g., procedures and checklists) to guide and to rigorously document the implementation of the required management and quality control actions needed to consistently deliver a quality product.

2.0 Quality Assurance Surveillance Team

The Quality Assurance Surveillance Team is led by the Contracting Officer and the Contracting Officer's Representatives. Day-to-day working level surveillance activities will typically be performed by personnel assigned by the SPAWAR Systems Center Atlantic (SSC LANT) or Pacific (SSC PAC) Installation Management Office (IMO). However, other team SPAWAR components or customer (e.g., CINCPACFLT) personnel may be assigned to these tasks when this is deemed to be in the best interest of the Government.

2.1 Installation Management Office (IMO) Responsibilities

The IMOs will maintain Quality Assurance Records showing the results of quality assessment activities conducted in support of the contract.

2.2 Project Engineer (PE) (Shore Work)

Project engineers have many responsibilities. They are typically responsible for production planning and scheduling, for assuring the quality of their work and other Government Provided Information (which can form the foundation of the contractor's work) and for Quality Surveillance of the contractor's work. All of these tasks are interrelated. When necessary, the PE engages Subject Matter Experts (SMEs) and Key Fleet Customer Personnel to assist in planning, documentation reviews, and system tests and inspections.

2.2.1 Task In-Progress Quality Assurance Surveillance

The PE is responsible for the monitoring and technical review of work performed by the contractor under task orders that he or she is assigned by the IMO. If the PE determines that the contractor has not fulfilled its responsibility to initiate a Change Order Request Notification (CORN) within 48 hours of the contractor becoming aware of the issue or situation requiring a CORN submission, as required by Section 4.1.5 of the Statement of Work (SOW), the PE will immediately report the situation to the IMO. The PE is also responsible for ensuring that testing and inspection is performed in accordance with the requirements of the Government approved SOVT document. When the PE is not

available to be present at a site where an installation is to occur, the PE will arrange to have an On-Site Government Representative (OSGR) on site to monitor the installations and perform other tasks on behalf of the Government.

2.2.2 Task Completion Quality Assurance Surveillance

The PE, working with SMEs and others as required, is responsible for conducting a review of all submitted work prior to acceptance. Specific review requirements for key surveillance tasks are contained in the following paragraphs.

2.2.2.1 **As-Built Drawing Review.** When as-built installation drawings are required, the PE shall ensure that either the PE or an On-Site Government Representative (OSGR) conducts a physical inspection of the spaces where the installation occurred and verifies that the as-built drawings accurately record the locations of installed equipment and cable paths. The PE or OSGR will also use sampling or 100% inspection to obtain confidence that the connections shown on the drawings are in place and that cables and equipment are properly labeled. The PE or OSGR will record all corrections made to the submitted as-built drawings and all inspection results.

2.2.2.2 **SOVT Participation.** The PE, OSGR, or SME (instead of the contractor) will conduct SOVTs whenever it is practical and cost-effective to do so. When it is not, and the conduct of the SOVT has been assigned to the contractor, the PE, OSGR, or SME shall be present to participate in or witness the SOVT to the maximum extent that is both practical and cost effective.

2.3 Subject Matter Expert (SME) (for afloat and shore work)

An SME is a technical expert on a system or part of a system being installed under a task order. In some cases the PE and the SME is one individual.

2.4 Regional Shore Installation Manager (RSIM) (for shore work)[1]

The RSIM is responsible for overseeing installations within a defined region. SIPH Appendix AD identifies and defines the different regions.

2.5 On-Site Government Representative (for shore work)

On Site Government Representative (OSGR) Roles & Responsibilities are defined in the latest version of the SIPH. According to the SIPH, OSGRs are to, among many other things, perform the following Quality Assurance Surveillance tasks:

a. Review IDPs and As-builts to confirm pre- and post-production system configuration.
b. Conduct periodic inspections of the installation effort.
c. Coordinate the correction of violations.

2.6 Fleet Customer (for afloat and shore work)

Fleet customers may participate in surveillance activities as representative of the end user. Fleet customers typically participate in SOVTs.

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[1] (See Section 1.4.5 of the SIPH.)

2.7 Ship Superintendent (SHIPSUP) (for afloat work)

The SHIPSUP represents the SSC Commanding Officer to ship and submarine commanding officers. The SHIPSUP is responsible for verifying that the work performed under the contracts meets the contractual requirements. The SHIPSUP provides a single Point of Contact (POC) for the ship and other affected field activities and is responsible for coordinating problem resolution. The SHIPSUP will monitor SPAWARSYSCEN contractors to ensure quality; safety and discipline procedures are followed. The SHIPSUP will work with the NTR, and ensure a government representative is readily available to coordinate efforts and ensure system installations are kept within schedule. The SHIPSUP will report safety, security or ethical violations to the Contracting Officer immediately, except for minor offenses that can be handled on the spot and are not life-threatening or threatening to the National Security of the country.[2]

2.8 NTR (for afloat work)[3]

The NTR usually has many responsibilities. He or she is typically responsible for production planning and scheduling, for assuring the quality of his or her work and other Government Provided Information (which can form the foundation of the contractor's work), and for Quality Assurance Surveillance of the contractor's work. All of these tasks are interrelated. When necessary, the NTR engages Subject Matter Experts (SMEs) and Key Fleet Customer Personnel to assist in planning, documentation reviews, and system tests and inspections. However, NTRs can have sufficient expertise to act both as NTRs and SMEs for some installations. The NTR is responsible for periodically visiting the site while the installation is in progress and inspecting the quality of the work that is underway.

3.0 Quality Assurance Metrics

Each IMO will ensure that all quality deficiency data collected is captured in a quality assurance database in accordance with the System Center's Quality Assurance Instructions and as recommended by NAVSEA. Joint Fleet Maintenance Manual, Volume VII, Chapter 11 will be used as guidance for corrective action classifications that will result in requiring formal corrective action responses from the contractors for process breakdowns. In addition, each IMO will ensure that all quality data needed to support the Incentive Plan is also captured and is made readily available to the Contracting Officer and his representatives.

4.0 Methods of QA Surveillance

This Plan uses both Random Sampling and 100% Inspection. It also uses Scheduled Observations and Unscheduled Observations as methods of surveillance. Sampling plans will conform to the guidance in MIL-STD-1916. Initially, sampling plans shall use a normal minimal verification Level of III.

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[2] TECHNICAL MANUAL 708 REV 2 dated October 2005 and available from http://www.spawar.navy.mil/sti/publications/pubs/tm/708/tm708rev2.pdf

[3] SSC SD Technical Document 3121, section 3.7.

4.1 Documentation Quality Assurance Surveillance

All document products shall be reviewed for completeness by a PE, NTR, or SME (100% inspection). Random portions of large standardized documents, like shore IDPs, will be given an in-depth review utilizing checklists and a sampling plan. When a review reveals quality problems, the depth of the review will be increased to determine the depth of the problems and the document will be returned to the contractor for correction. When problems are found, the Government may examine the contractor's quality assurance documentation to determine whether the problem areas were checked during the contractor's QA process and whether the QA process was performed properly.

4.2 Installation and Hardware Product Quality Assurance Surveillance

All hardware and software installations and other hardware products shall be inspected prior to acceptance (100% inspection). Major hardware installations will also be given a general informal inspection daily while work is in progress to enable problems to be corrected long before the installation is completed. When any inspections discover problems, addition inspections and investigations will be conducted as required to determine the extent and cause of the problems. The type of sampling used to conduct these inspections will depend upon the size of the installation task, the criticality of the attribute being inspected, and the level of effort involved. Most tasks, including all C4ISR hardware and software installations will have a formal SOVT conducted that will contain the tests and inspections needed to ensure that the installation meets minimum requirements.

4.2.1 Walk-Through Inspections

Upon completion, each installation shall have a walk-through inspection conducted by the Government representative utilizing a checklist - similar to those provided in Appendix AC of the SIPH. The checklists shall be used to ensure that the installation complies with the applicable commercial and military standards.

4.3 Quality Assurance Process Surveillance

The Government will monitor the contractor's quality assurance processes by examining their quality assurance documentation during semi-annual quality assurance audits conducted by the IMOs verifying a random sample of test and inspection results.

4.3.1 Semi-Annual Quality Assurance Audits

Semi-annual audits will be conducted in the spring and fall of each year to verify the contractor's implementation of its QA program. The audits will be conducted at the contractor's main location. The Government will provide an audit schedule at least two weeks prior to each event[4]. The results of the audit will provide the status of compliance with the QA program. The audit will include:

a. Inspection of the contractor's test equipment for proper calibration
b. Examination of QA documentation for a sample of installations
c. Inspection of the qualification records of test personnel

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[4] See SOW Section 4.8.4.2.

d. Inspection of the qualification records of electricians, welders, and other specialized trades
e. Verification of the contractor's results through retesting and reinspection of selected work
f. Verification that the contractor's library contains all standards listed in this Statement of Work or addressed in Appendix AC of the SIPH, and is updated with the most recent versions of the standards at least every quarter of the year

4.3.1.1 Use of Random Government Sampling to Verify Results

The IMOs will perform verification of random samples of installation tests and inspections. The IMOs will develop sampling plans to be used when the volume of verification testing and/or inspection is very large and statistical sampling can be used to verify the accuracy of the contractor's results at a small fraction of the cost of the original tests and/or inspections.

4.3.2 Contractor Performance Assessment Report System (CPARS)

The CPARS ratings and metrics performance will be a factor when determining whether to award additional tasks. For this procurement the Government will address the quality of product or service, schedule, cost control, business relations, management, and other important areas, as well as whether or not the metrics were met. The annual Government assessment will be used appropriately as an additional performance oversight and communication tool.

5.0 Cost Estimating and Cost Reporting Quality Assurance Surveillance

The government will conduct surveillance of the contractors cost reporting to assess the degree to which cost reporting is accurate and that costs are properly managed.

6.0 Material Management Assessments

The Government shall conduct up to two unscheduled audits of the accuracy of the contractor's Equipment and Material Inventory Database and the adequacy of material storage facilities by visiting the contractor's facility and other material storage locations and sighting material reported to be located there by the database. The Government team will audit the facility to ensure that material is being held in a suitable environment where it is afforded reasonable protection from the elements and from theft and other forms of compromise. The audit shall verify that any Hazardous Material (Hazmat) generation, identification, packaging, labeling, and storage conform to the requirements in the Contract and Statement of Work.

7.0 Performance Requirements Summary (PRS) Enclosures

The purpose of enclosures (1) through (3) is to define performance evaluation criteria. The absence from these enclosures of any contract requirement, however, shall not detract from its enforceability or limit the rights or remedies of the Government under any other provisions of the contract. In addition, the Government shall have the unilateral right to amend the contents of the enclosed Performance Requirements Summaries any time after providing three months notice of the changes to the contractor. This stipulation is not retroactive. If the Government is responsible for the contractor's failure to meet any requirement, the failure shall not be counted against the contractor.

7.1 Individual Task Order Quality PRS

Enclosure (1) provides the Quality PRS for Individual Task Orders. It will be used to assess the contractor's quality performance on individual Task Orders. The degree to which the contractor meets each quality performance aspect will be converted into a numerical value (1 for unsatisfactory, 3 for satisfactory, or 5 for outstanding) and entered, along with the weighting value for that performance aspect (provided in the task order), into the contract Incentive Plan (Microsoft Excel) Spreadsheet. The spreadsheet will use this data, along with cost and schedule data, to calculate the incentive fee earned for the task. See the Incentive plan for more details. The rights of the Government and remedies described in enclosures (1) through (3), which are a part of the contract, are in addition to other rights and remedies set forth in the contract. For services not included in the enclosed Performance Requirements Summaries, Government Quality Assurance (QA) actions and remedies applied against deficiencies found during surveillance will be in accordance with the clauses in Section I of the contract.

7.2 Individual Task Order Schedule PRS

Enclosure (2) provides the Schedule PRS for Individual Task Orders. It will be used to assess the contractor's schedule performance on individual Task Orders in the same way that the Individual Task Order Quality PRS discussed above will be used to assess the contractor's quality performance. The degree to which the contractor meets each schedule performance aspect will also be converted into a numerical value and entered, along with the weighting value for that performance aspect provided in the task order, into the contract Incentive Plan (Excel) Spreadsheet.

7.3 Overall Contract PRS

Enclosure (3) provides the PRS for the overall performance of the contract based on all tasks completed during the performance period.

8.0 Quality Assurance Issue Resolution

The Government's review results will be used to determine the effectiveness of the contractor's Quality Assurance Program. The contractor is responsible for correcting all violations of the SOW at no cost to the Government. Unsatisfactory contract performance will be reported on a Contract Discrepancy Report (CDR). This form is used to notify the contractor of discrepancies found by the Government. This is where the contractor is allowed to answer how the discrepancy will be corrected and how reoccurrence will be avoided. A copy will be maintained in the COR file.

8.1 Major Issue Resolution

When the contracting officer notifies the contractor that a systemic or major quality assurance problem requires corrective action, the contractor shall prepare a formal response that addresses the problem and its root causes. The contractor's response shall be delivered to the contracting officer within ten work days, shall provide root cause analysis information, and shall contain identify any preventive or corrective actions to be implemented by the contractor - with implementation schedule dates. The Government may decide to suspend the award of additional tasks to the contractor until after the corrective actions are implemented or the major issue is otherwise resolved.

Enclosure (1)
Individual Task Order Quality PRS Chart

Performance Aspect	Method of Surveillance	Performance Rating Criteria for Incentive Awards
SOVT Functional Performance (Does not include workmanship) (Note: The Stage 1 and Stage 2 Inspections, Tests, and Checks defined in the SPAWAR System Operational Verification Test (SOVT) Preparation and Execution Guide (SPEG) for Ship, Shore, and Submarine Installations are considered workmanship issues for the purposes of this chart.)	Unresolved discrepancies are collected during the SOVT and entered into the SPAWAR PEO Integrated Data Environment Repository (SPIDER).	Outstanding: The functional tests are passed with no failures due to the contractor. Satisfactory: Performance is neither Outstanding nor UNSAT. UNSAT: Any extension of the SOVT schedule can be solely attributed to the contractor
Workmanship Quality	Checklists will be developed by randomly selecting checklist line items from a Government database (of checklist line items) and conducting tests/inspections to determine if the contractor complies with the requirements stated (on the checklist line items).	Outstanding: 92% or more of checklists line items show no non-compliance. Satisfactory: The percentage of checklist line items that show no non-compliance is at least 68% but is lower than 92%. UNSAT: The percentage of checklist line items that show no non-compliance is less than 68%.

Performance Aspect	Method of Surveillance	Performance Rating Criteria for Incentive Awards
CORN Quality	IMO file contains no record of a request for amplifying information or IMO file contains a record of the request for amplifying information.	Outstanding: Requirement for a satisfactory rating is met and contractor submits no CORNS requesting upward adjustment to Cost/Price based on a cost overrun (due to the contractor). Satisfactory: All but 1 CORN provided contains sufficient technical information and are clearly understandable to the Government, and information needed to clarify the one CORN is provided to the Government within 2 working days of request. UNSAT: The Government requires amplifying information for clarity that is not provided within 2 working days of request, or more than one CORN requires clarification.
Earned Value Management (EVM) Reporting Accuracy	Accuracy will be assessed by comparing weekly SITREPs and contractor daily/weekly reports and other external inputs.	Outstanding: EVM data provided is accurate and the "as-of" date of the report is within four business days of the date that the report is received by the Government. Satisfactory: EVM data provided is accurate and the "as-of" date of the report is no more than six business days earlier than the date that the report is received by the Government. UNSAT: EVM data provided is inaccurate or the "as-of" date of the report is more than six business days earlier than the date that the report is received by the Government.

Performance Aspect	Method of Surveillance	Performance Rating Criteria for Incentive Awards
Original Design Drawing Quality for Shore Installations (IDPs) and Ship Installations (SIDs) Note: No task orders to develop SIDs are anticipated during the first year of the contract.	IDP Drawings will be examined using a sampling plan and government developed checklists based on the requirements in the Shore Installation Process Handbook. One checklist will be used to determine compliance with formatting requirements and one will be used to determine compliance with technical requirements. When task orders to develop SIDs are issued, checklists similar to those developed for reviewing IDP drawings will be used.	Outstanding: The following three conditions are met on the first submittal and any errors in the initial submittal that are identified by the government are corrected in the first resubmittal: The Government does not find more than 2% of technical checklist line items showing technical content errors (includes incomplete parts lists) The formatting average judged compliance score (automatically generated by the formatting checklist) is at least 95%. No violations of the National Electrical Code or National Electrical Safety Code are found. All applicable drawing types are provided Satisfactory: The following three conditions are met on the first submittal and any errors in the initial submittal that are identified by the government are corrected in the first resubmittal: The Government does not find more than 5% of technical checklist line items showing technical content errors (includes incomplete parts lists) The formatting average judged compliance score (automatically generated by the formatting checklist) is at least 90%. No violations of the National Electrical Code or National Electrical Safety Code are found. All applicable drawing types are provided UNSAT: The conditions required for a satisfactory rating are not met.

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Enclosure (2)
Individual Task Order Schedule PRS Chart

Performance Aspect	Method of Surveillance	Performance Rating Criteria for Incentive Awards
Meeting Schedule for Completion of Production Work	Start and end dates will be provided for production period. Completion times will be rounded up to the next whole day. The production schedule can be extended by a period of performance extension and performance ratings will be awarded based on the extended schedule not the original schedule.	Outstanding: Work is completed in 97% or less of the production schedule time allotted in the delivery order. In other words, work is completed 3% early. (The time that it takes to complete will be rounded up to the next whole day when making this calculation.) Satisfactory: Work takes more than 97% of the production time allotted in the task order to complete and less than the smaller of: 103% of the production time allotted in the task order or 100% of the production time allotted in the task order plus five days. UNSAT: Work takes longer to complete than the smaller of : 103% of the production time allotted in the delivery order or 100% of the production time allotted in the delivery order plus five days.

Performance Aspect	Method of Surveillance	Performance Rating Criteria for Incentive Awards
Meeting Schedule for Completion of All Work	Start and end dates will be provided for production & SOVT periods.	Outstanding: Work is completed in 97% or less of the total schedule time allotted in the delivery order. In other words, work is completed 3% early. (The time that it takes to complete will be rounded up to the next whole day when making this calculation.) Satisfactory: Work takes more than 97% of the total schedule time allotted in the task order to complete and less than the smaller of: 103% of the total schedule time allotted in the task order or 100% of the total schedule time allotted in the task order plus five days. UNSAT: Work takes longer to complete than the smaller of : 103% of the total schedule time allotted in the delivery order or 100% of the total schedule time allotted in the delivery order plus five days.

Enclosure (3)
Overall Contract Performance Requirements Summary Chart

Evaluation Factor & Assessment Period	Acceptable Performance Definition	How Measured	Incentives
Installation Task Quality Six Month Evaluation Period	No Individual Task Orders show a Quality Performance Rating of UNSAT	Midpoint of the assessment period (6 month) evaluation using data from the Government QA databases for the previous six-month period.	In most cases, poor overall performance will limit the amount of future work awarded.
Schedule Six Month Evaluation Period	No Individual Task Orders show a Schedule Performance Rating of UNSAT	Midpoint of the assessment period (6 month) evaluation using data from the Government QA databases for the previous six-month period.	In most cases, poor overall performance will limit the amount of future work awarded.
Cost Six Month Evaluation Period	The contractor completes more than 90% of tasks within the target cost specified in the task orders and the sum of cost overruns does not exceed 5% of total costs.	Midpoint of the assessment period (6 month) evaluation using data from the Government QA databases for the previous six-month period.	In most cases, poor overall performance will limit the amount of future work awarded.

Evaluation Factor & Assessment Period	Acceptable Performance Definition	How Measured	Incentives
Meeting Goals for Small Business Participation, Part 1 Note 1.: "Small business" is defined to include : small business, HUBZone small business, small disadvantaged business, women-owned small business, veteran-owned small business, and service-disabled veteran-owned small business concerns."	a. During the first six months of performance under the contract, the contractor attains at least 60% of its goal for overall small business participation. b. During its first 12 months of performance under the contract, the contractor attains at least 70% of its goal for overall small business participation, and attains at least 60% of its goal for each of the following specific categories of small business: 1) Small Disadvantaged Business 2) Women-Owned Small Businesses 3) Veteran-Owned Small Businesses 4) Service-Disabled Veteran-Owned Small Businesses 5) HUBZone Small Businesses and Historically Black Colleges or Universities and Minority Institutions c. During its first 18 months of performance under the contract, the contractor attains at least 80% of its goal for overall small business participation and attains at least 70% of its goal for each of the specific categories of small business listed previously in Paragraph 3.4.b.	Midpoint of the assessment period (6 month) evaluation using actual cost data submitted to the Government for the previous six-month period.	In most cases, poor overall performance will limit the amount of future work awarded.

Evaluation Factor & Assessment Period	Acceptable Performance Definition	How Measured	Incentives
Meeting Goals for Small Business Participation, Part 2 Note 2.: "Contractor's goals" are defined as the minimum percentages of both overall small business participation – and specific small business category participation – contained in the contractor's approved "Subcontracting Plan for small business, HUBZone small business, small disadvantaged business, women-owned small business, veteran-owned small business, and service-disabled veteran-owned small business concerns."	d. During its first 24 months of performance under the contract, the contractor attains at least 90% of its goal for overall small, disadvantaged, and women-owned business participation and at least 80% of its goal for each of the specific categories of small, disadvantaged, and women-owned business listed previously in Paragraph 3.4.b. e. During its first 30 months of performance under the contract and beyond, the contractor meets all of its goals for small business participation.	Midpoint of the assessment period (6 month) evaluation using actual cost data submitted to the Government for the previous six-month period.	In most cases, poor overall performance will limit the amount of future work awarded.

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